

1998 Summary of Performance Measures for Category 2 CONUS NAVFAC Contracting Offices--Raw Data																				
	Parent Organization →	LANTDIV	LANTDIV	LANTDIV	LANTDIV	LANTDIV	LANTDIV	LANTDIV	LANTDIV	LANTDIV	EFA CHES	EFA CHES	EFA CHES	EFA CHES	EFA CHES	EFA CHES				
	Specific Office →	ROICC Cherry Point	ROICC Camp Lejeune	ROICC Oceana	ROICC NNSY Portsmouth	OICC NAVHOSP Portsmouth	ROICC Norfolk	ROICC Peninsula	OIC Northwest	ROICC Little Creek	OIC/OICC PAX River	OIC/OICC MCB Quantico	OIC/OICC Carderock	OIC/OICC NSWC Dahlgren	OIC/OICC Indian Head	OICC USNA Annapolis				
	Associates Surveyed →	30	43	19	25	27	40	14	6	14	37	17	4	13	18	27				
	Associate Surveys Received →	21	43	9	14	9	11	7	2	7	0	0	4	0	0	0				
	Customers Surveyed →	44	13	9	5	2	9	13	11	15	11	6	0	4	5	5				
	Customer Surveys Received →	11	13	1	1	0	3	5	2	2	4	2	0	2	2	4				
																	Benchmark	Nadir	Range	Average
Customer Survey	Timeliness	.857	.885	.800	.800		1.000	1.000	1.000	1.000	.417	.800		1.000	.700	.950	1.000	.200	0.800	.777
	Quality	.884	.893	1.000	.600		.933	.960	.700	.900	.567	.900		.800	.500	.800	1.000	.200	0.800	.764
	Service/Partnership	.842	.852	.847	.862	.890	.876	.833	.880	.845	.751	1.000	.671	1.000	.938	.818	1.000	.531	0.469	.816
Associate Survey	Quality Work Environment	.857	.869	.911	.900	.911	.962	.886	1.000	.829			.950				1.000	.533	0.467	.865
	Leadership/Management	.875	.908	.900	.883	.954	.917	.686	.650	.620			.975				1.000	.233	0.767	.784
Self Assessment	Professional Workforce	.709	.655	.836	.873	.818		.855	.691	.636	.800		.782			.800	.945	.582	0.363	.780
	Acquisition Excellence	.820	.820	.870	.870	.850		.850	.810	.780	.790		.670			.750	.940	.520	0.420	.789
	Accurate, Timely, and Efficient Data Collection/Electronic Commerce	.625	.650	.700	.625	.650		.775	.475	.675	.750		.300			.486	.775	.300	0.475	.567
	Meet Mission Goals	.806	.689	.819	.785	.837	.879	.883	.753	.802	.807		.678			.643	1.000	.529	0.471	.766
1998 Summary of Performance Measures for Category 2 CONUS NAVFAC Contracting Offices--Normalized Data																				
		ROICC Cherry Point	ROICC Camp Lejeune	ROICC Oceana	ROICC NNSY Portsmouth	OICC NAVHOSP Portsmouth	ROICC Norfolk	ROICC Peninsula	OIC Northwest	ROICC Little Creek	OIC/OICC PAX River	OIC/OICC MCB Quantico	OIC/OICC Carderock	OIC/OICC NSWC Dahlgren	OIC/OICC Indian Head	OICC USNA Annapolis	Benchmark	Nadir	Range	Average
Customer Survey	Timeliness	.821	.856	.750	.750		1.000	1.000	1.000	1.000	.271	.750		1.000	.625	.938	1.000	0.000	1.000	.721
	Quality	.855	.866	1.000	.500		.916	.950	.625	.875	.459	.875		.750	.375	.750	1.000	0.000	1.000	.706
	Service/Partnership	.663	.684	.674	.706	.765	.736	.644	.744	.670	.469	1.000	.299	1.000	.868	.612	1.000	0.000	1.000	.607
Associate Survey	Quality Work Environment	.694	.719	.809	.786	.809	.919	.756	1.000	.634			.893				1.000	0.000	1.000	.710
	Leadership/Management	.837	.880	.870	.847	.940	.892	.591	.544	.505			.967				1.000	0.000	1.000	.718
Self Assessment	Professional Workforce	.350	.201	.700	.802	.650		.752	.300	.149	.601		.551			.601	1.000	0.000	1.000	.546
	Acquisition Excellence	.714	.714	.833	.833	.786		.786	.690	.619	.643		.357			.548	1.000	0.000	1.000	.641
	Accurate, Timely, and Efficient Data Collection/Electronic Commerce	.684	.737	.842	.684	.737		1.000	.368	.789	.947		.000			.392	1.000	0.000	1.000	.563
	Meet Mission Goals	.588	.340	.616	.544	.654	.743	.752	.476	.580	.590		.316			.242	1.000	0.000	1.000	.504